



**CITY OF DURHAM**  
*Department of Emergency Communications*  
101 CITY HALL PLAZA | DURHAM, NC 27701  
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[www.durhamnc.gov](http://www.durhamnc.gov)

**Date:** January 22, 2013

**To:** Thomas J. Bonfield, City Manager

**Through:** W. Bowman Ferguson, Deputy City Manager

**From:** James Soukup, Emergency Communications Director

**Subject:** SunGard Public Sector CAD Upgrade

### **Executive Summary**

Durham Emergency Communications Center (DECC) utilizes SunGard Public Sector Computer Aided Dispatch (CAD). This CAD system currently interfaces with the City of Durham Police Department, City of Durham Fire Department, Durham County EMS and the City of Durham Finance Department. The purchase of CAD was funded solely through the Emergency Telephone System Surcharge Fund.

SunGard has released a new version of CAD that requires an upgrade of the supporting technology currently utilized. The required upgrade includes both hardware and services to be supplied by SunGard. SunGard will not install hardware purchased from other vendors, nor will they support the software if other vendors install hardware. DECC purchased call taking protocols in the last fiscal year. We are in the process of implementing their use. This upgrade is necessary for implementation of the newest version of the police protocols, which include additional protocols for incidents such as active shooter scenarios.

The proposed upgrade improves the efficiency and redundancy of CAD services while ensuring that we are operating the most advanced technology available.

Upgrading the CAD system is a 911 Surcharge allowable expenditure. The recommended upgrade would be accomplished with no impact to the general fund.

### **Recommendation**

To authorize the City Manager to enter into an agreement with SunGard Public Sector Inc. for the SunGard CAD upgrade in the amount of \$108,279.00, to be funded from the Emergency Telephone System Surcharge Fund, without competitive bidding, as authorized by G.S. 143-129 (e)(6), on the grounds that price competition is not available and that compatibility is the overriding consideration.



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## **Background**

DECC has utilized the current CAD system since December 2005. This CAD system is vital not only to the daily operations of the 911 Center but also plays an integral part in the reporting functions for Police, Fire, EMS and alarm billing. To date there have been no upgrades to the CAD infrastructure.

## **Issues/Analysis**

The equipment and technology currently utilized by CAD is seven years old. Current best practices for the upgrade of CAD systems would place DECC well within the accepted parameters for being recognized as end of recommended life cycle. DECC is satisfied that the current CAD system with the upgrades will adequately serve our community for the next five to seven years. Implementation of a different CAD system would require new interfaces for Police, Fire, EMS and alarm billing. These interfaces are not eligible 911 Surcharge expenditures and would have a significant impact on the general fund.

## **Alternatives**

1. Delay upgrade and deal with limited functionality and maintenance issues as they arise. This is not recommended for providing the most efficient service and response times.
2. Investigate the possibility of changing CAD vendors and purchase a new system. This is not recommended due to the significant cost factor and that our current CAD system is recognized as one of the best. Upgrading the current system as recommended ensures maximum functionality while maintaining the existing value to other departments through the use of current interfaces.

## **Financial Impact**

The cost of the upgrade is \$108,279.00 and is eligible from the Emergency Telephone System Surcharge Fund. There would be no impact to the general fund.

## **SDBE Summary**

This upgrade must be purchased from the existing CAD vendor to maintain security and keep our maintenance agreement intact and would therefore be treated as a sole-source purchase. It was not reviewed by the Department of Equal Opportunity/Equity

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Assurance for compliance with the Ordinance to Promote Equal Business Opportunities in City Contracting.